



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

February 2, 2018

Delfino E. Neira, Director
Fresno County Department of Social Services
2135 Fresno Street, Suite 100
Fresno, CA 93721

Dear Mr. Neira:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office during the course of the Civil Rights Compliance Review of October 23-27, 2017. Enclosed is the final report on the review.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a Corrective Action Plan (CAP). Please submit your CAP within 60 days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the enclosed report.

Please submit your CAP in both hardcopy and, in an effort to comply with ADA website accessibility, we also require the CAP to be submitted electronically as a Word document via email at crb@dss.ca.gov.

We will provide a copy of your report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. In addition, these documents are published on our website at <http://www.cdss.ca.gov/inforesources/Civil-Rights/Compliance-Reports-and-Corrective-Action-Plans>.

If you need technical assistance in the development of your CAP, please feel free to contact Tiffany Marsh at (916) 654-2107. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

Original signed by Civil Rights Manager

LEE MACIAS, Manager
Civil Rights Unit
Family Engagement and Empowerment Division

Enclosure

c: Annette Morris, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Francisco Verduzco, Chief
CalFresh Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Andrew Riesenber
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
Fresno County
Department of Social Services**

**Conducted on
October 23-27, 2017**

**California Department of Social Services
Family Engagement and Empowerment Division
Civil Rights Unit
744 P Street, M.S. 8-16-70
Sacramento, CA 95814
(916) 654-2107**

Reviewer: Tiffany Marsh

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CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Unit (CRU) staff was to assess Fresno County Department of Social Services with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on October 23-27, 2017. An exit interview was held on October 27, 2017, to review the preliminary findings.

The review was conducted in the following locations:

Name of Facility	Address	Programs	Non-English languages spoken by a substantial number of clients (5% or more)
Main Building	4455 E. Kings Canyon Road	CalWORKs, WTW, Fraud	Spanish
L Street Building	1360 L Street	CWS – ER/FR	Spanish
Reedley Regional Center	1680 E. Manning	CF, CalWORKs, WTW	Spanish
West Fresno Regional Center	142 E. California Ave.	CF, CWS, CalWORKs, WTW	Spanish
Barton Building	4499 E. Kings Canyon Road	State Hearings	

II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2017 Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.

- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of civil rights coordinator
- Survey of program managers
- Case file reviews
- Facility inspections
- Discussion with community advocate groups.

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Program Accessibility for Clients with Disabilities (physical, mental, learning, visual or hearing impairment, etc.)
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

Classifications	Total	Bilingual
Eligibility Workers	7	5
Children Social Workers	5	2
Employment Services Workers	3	1
Receptionist/Screeners	3	1
Total	18	9

Civil Rights Coordinator and Program Manager Surveys

Number of surveys distributed	7
Number of surveys received	7

Reviewed Case Files

English speakers' case files reviewed	9
Non-English or Limited-English speakers' case files reviewed	91
Languages of clients' cases	Arabic, Armenian, Cambodian, Cantonese, English, Hmong, Lao, Mandarin, Mien, Punjabi, Russian, Spanish,
Reasonable Accommodation Cases	1

Sections III through IX of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section X evaluates the county's Call/Service Centers services provided to non-English speaking clients and clients with a disability.

Section XI reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section XII highlights issues pointed out by Community Input and summarizes Reviewer Observations.

Section XIII of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including

non- and Limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings

Access to Services, Information and Outreach	Yes	No	Comments
Does the county accommodate clients by flexing/extending their hours or allowing applications to be mailed in?	Yes		Staff can schedule appointments with clients before and after regular business hours and on Saturdays with supervisor approval.
Can clients, including those with disabilities, access services when unable to go to the office?	Yes		<p>Clients may apply for services on website www.mybenefitscalwin.org.</p> <p>Clients may access information about services by calling 2-1-1 Information System and visiting Fresno County website at www.co.fresno.ca.us.</p> <p>Staff may visit client's home or at a location offsite from the office to provide services.</p>
Does the county ensure the awareness of available services for individuals in remote areas?	Yes		Available services are made aware by Community Outreach programs, 2-1-1 County Valley 211 Resources website, Yellow pages, and mailers.

Signage, posters, pamphlets	Yes	No	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13 – 8/16)?	Yes		The Pub13 is available in the lobby.

Signage, posters, pamphlets	Yes	No	Comments
Is the pamphlet distributed and explained to each client at intake and re-certification?	Yes		Staff interviewed explain the Pub 13 to clients at intake, recertification, and home visits to ensure the client's understanding of their rights.
Is the current version of Pub 13 available in Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hmong, Japanese, Korean, Lao, Mien, Portuguese, Punjabi, Russian, Spanish, Tagalog, Ukrainian, and Vietnamese?	Yes		The current version dated 8/2016 is available.
Is the Pub 13 available in large print (English and Spanish), CD, and Braille?	Yes		The Pub 13 in audio is also available on the county's DSS NET Portal for clients to listen.
Were the current versions of the required posters present in the lobbies?	Yes		
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	Yes		Instructional and directional signage was posted in the threshold languages

B. Corrective Actions – None

C. Recommendation – None

The county is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	08/16
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/15

Contact the Civil Rights Unit to receive the most recent versions, or download the Pub 13 from the CRU website at

<http://www.cdss.ca.gov/inforesources/Civil-Rights/Your-Rights-Under-California-Welfare-Programs> .

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

A. Findings and Corrective Actions

1. Facility Location: 4455 E. Kings Canyon Road, Fresno – Main Building

Facility Element	Findings	Corrective Action
Parking	There are 4 points of entrance into the parking lot; 2 of the 4 do not have the unauthorized parking signage posted.	An additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility OR immediately adjacent to on-site accessible parking and visible

Facility Element	Findings	Corrective Action
	<p>There are 2 accessible parking space nearest the building's front entrance. The first parking space is missing the additional sign below "Minimum Fine \$250."</p> <p>The second parking space is missing the proper Accessible Parking signage with "Minimum Fine \$250" below.</p>	<p>from each parking space. (CA T24 11B-502.8) pg.159</p> <p>The additional sign shall not be less than 17" wide x 22" high. Fig. 4 (CA T24 11B-502.8.1) pg. 159</p> <p>The additional sign shall clearly state in letters with a min. height of 1" the following: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner's expense. Towed vehicles may be reclaimed at: _____ or by telephoning _____." (CA T24 11B-502.8.2) pg. 159</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 11B-502.8.2) pg. 159</p> <p>Parking identification signs shall be reflectorized with a min. area of 70 square inches. (CA T24 11B-502.6.1) pg. 158</p> <p>Signs shall be 60" min. above the finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6) (ADA 502.6) pg. 158</p> <p>Exceptions: Signs located within an accessible route shall be a min. of 80" above the</p>

Facility Element	Findings	Corrective Action
	<p>The parking spaces and access aisle paint do not measure at 18' long. The parking spaces are faded and needs repainting.</p>	<p>finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6 (Exc.)) pg. 158</p> <p>Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250". (CA T24 11B-502.6.2) pg. 158</p> <p>Parking space min. dimensions: 9' wide by 18' long. Fig 9 (CA T24 11B-502.2) (ADA 502.2) pg. 166</p> <p>Access aisle min. dimensions: 5' wide by 18' long. Fig. 9 (CA T24 11B-502.3.1) (ADA 502.3) pg. 166</p> <p>Access aisles shall adjoin an accessible route. (CA T24 11B-502.3) (ADA 502.3) pg. 166</p> <p>Two parking spaces shall be permitted to share a common access aisle. (CA T24 11B-502.3) (ADA 502.3) pg. 166 & 167</p> <p>Access aisles serving car and van parking spaces shall be 5' wide min. (CA T24 11B-502.3.1) (ADA 502.3.1) pg. 173</p>

Facility Element	Findings	Corrective Action
		<p>Access aisles shall be marked with a blue painted borderline around their perimeter. (CA T24 11B-502.3.3) (ADA 502.3.3) pg. 164</p> <p>The area within the blue borderlines shall be marked with hatched lines a max. of 36" on center in a color contrasting with that of the aisle surface, preferably blue or white. (CA T24 11B-502.3.3) pg. 164</p>
	In the parking shared with Behavioral Health, there are 5 additional accessible parking spaces; 3 of them are without freestanding accessible signage.	See corrective actions above.
	NO PARKING" needs to be painted on the access aisle.	See corrective action above.

a. Recommendation – None

2. Facility Location: 1360 L Street, Fresno – L Street

Facility Element	Findings	Corrective Action
Entrance	There is no directional signage to direct a client in a wheelchair to the accessible entrance from the main entrance.	Directional signs complying with "Visual Characters" heading in Section 63 (11B-703.5), Signs & Identification, including the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 63 (11B-703.7.2.1), Signs &

Facility Element	Findings	Corrective Action
		Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6) pg. 35
Telephone	The client phone in the lobby is mounted at 58" centered above finished floor.	<p>Where a forward reach is unobstructed, the high forward reach shall be 48" max. and the low forward reach shall be 15" min. above the finish floor or ground. (CA T24 11B-308.2.1) (ADA 308.2.1) pg. 309</p> <p>Where a high forward reach is over an obstruction, the clear floor space shall extend beneath the element for a distance not less than the required reach depth over the obstruction. (CA T24 11B-308.2.2) (ADA 308.2.2) pg. 310</p> <p>The high forward reach shall be 48" max. where the reach depth is 20" max. Fig. 2 (CA T24 11B-308.2.2) (ADA 308.2.2) pg. 309</p> <p>Where the reach depth exceeds 20", the high forward reach shall be 44" max. and the reach depth shall be 25" max. Fig. 3 (CA T24 11B-308.2.2) (ADA 308.2.2) pg. 309</p>
Emergency Alarms (audible/visual)	There is not an audible emergency alarm in this facility.	Audible alarm notification shall be provided and emit a distinctive sound that is not to

Facility Element	Findings	Corrective Action
		be used for any purpose other than that of a fire alarm. (CA T24 907.5.2.1) pg. 56

a. Recommendation

The reviewer recommends the county develop a plan of action that does not require a client in a wheelchair to take additional steps for services, due to the main entrance inaccessibility. At this time, clients in a wheelchair are directed by the security guard at the main entrance to enter the building at the Employee Entrance Only door, located at the far corner of the building. There, the client will find an accessible ramp; and, someone will be notified to let them in the building and guide them to the lobby. This direction results in undue delay. A client in a wheelchair is to have the ability to obtain materials and services without assistance.

3. Facility Location: 1680 E. Manning Ave., Reedley – Reedley Regional Center

Facility Element	Findings	Corrective Action
Entrance	The door pressure measured excessive force at 10 lbs., max. is 5 lbs.	The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 lbs. max. 2. Sliding or folding doors: 5 lbs. max. 3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) pg. 222
Emergency Alarm (audible/visual)	There is no audible and/or visual emergency alarms in this facility.	Audible alarm notification shall be provided and emit a distinctive sound that is not to be used for any purpose other than that of a fire alarm. (CA T24 907.5.2.1) pg. 56

Facility Element	Findings	Corrective Action
		<p>Visible alarm notification appliances shall be provided in public use areas and common use areas, including but not limited to: (CA T24 907.5.2.3.1) pg. 58</p> <ul style="list-style-type: none"> - Sanitary facilities including restrooms, bath-rooms and shower rooms - Corridors - Multipurpose rooms - Occupied rooms where ambient noise impairs hearing of the fire alarms - Lobbies - Meeting rooms - Classrooms <p>(CA T24 907.5.2.3.1) pg. 58</p>

a. Recommendation – None

4. Facility Location: 142 E. California Ave., Fresno – West Fresno Regional Center

Facility Element	Findings	Corrective Action
Client lobby	The accessible counter measured at 35", max. is 34".	<p>A portion of the counter surface that is 36" long min. and 34" high max. above the finish floor or ground shall be provided. (CA T24 11B-904.4.2) (ADA 904.4.2) pg. 323</p> <p>Knee and toe space complying with Section 38 (11B-306), Clear Floor or Ground Space for Wheelchairs shall be provided under the counter (CA T24 11B-904.4.2) (ADA 904.4.2) pg. 323</p>

Facility Element	Findings	Corrective Action
		<p>A clear floor or ground space complying with Section 38 (11B-305), Clear Floor or Ground space for Wheelchairs shall be positioned for a forward approach to the counter (CA T24 11B-904.4.2) (ADA 904.4.2) pg. 323</p>
Telephone	<p>The client phone in the lobby is mounted at 58" centered above finished floor.</p>	<p>Where a forward reach is unobstructed, the high forward reach shall be 48" max. and the low forward reach shall be 15" min. above the finish floor or ground. (CA T24 11B-308.2.1) (ADA 308.2.1) pg. 309</p> <p>Where a high forward reach is over an obstruction, the clear floor space shall extend beneath the element for a distance not less than the required reach depth over the obstruction. (CA T24 11B-308.2.2) (ADA 308.2.2) pg. 310</p> <p>The high forward reach shall be 48" max. where the reach depth is 20" max. Fig. 2 (CA T24 11B-308.2.2) (ADA 308.2.2) pg. 309</p> <p>Where the reach depth exceeds 20", the high forward reach shall be 44" max. and the reach depth shall be 25" max. Fig. 3 (CA T24 11B-308.2.2) (ADA 308.2.2) pg. 309</p>

Facility Element	Findings	Corrective Action
Restroom	In the accessible stalls of the Men's and Women's restroom, the coat hooks measured at 68" from finished floor, max is 40".	<p>Coat hooks shall be located within one of the reach ranges specified in Section 39, Reach Ranges & Operable Parts. (CA T24 11B-604.8.3) (ADA 604.8.3) pg. 397</p> <p>Where a forward reach is unobstructed the high forward reach shall be 48" max. and the low forward reach shall be 15" min. above the finish floor or ground. Fig 1 (CA T24 11B-308.2.1) (ADA 308.2.1) pg. 309</p> <p>Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48" max. and the low side reach shall be 15" min. Fig. 4 (CA T24 11B-308.3.1) (ADA 308.3.1) pg. 310</p>

a. Recommendation – None

5. Facility Location: 4499 E. Kings Canyon Road, Fresno – State Hearings

a. Finding

The reviewer found the ramp slope leading to the entrance of the Barton Building for State Hearings and Appeals held on the 2nd Floor is too steep for a client with a physical disability and or in a wheelchair. The county accommodates clients with a physical disability and or in a wheelchair by conducting hearings on the 1st Floor of the building.

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages if the forms and materials are provided by CDSS in that language, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Comments
Does the county identify a client's language need upon first contact? How?	Yes		Client's language is identified by using "I Speak" card, completing Form 2229 "Language Rights and Interpreter Services", and or by request of interpreter services at contact.
Does the county use a primary language form?	Yes		Form 2229 "Language Rights and Interpreter Services," which identifies both written and verbal communications.

Question	Yes	No	Comments
Does the client self-declare on this form?	Yes		Client completes and signs Form 2229 "Language Rights and Interpreter Services."
Are non-English- or limited-English-speaking clients provided bilingual services?	Yes		Client is provided language services by bilingual staff, Voiance (contracted telephone interpreter services), or qualified community volunteer .
After it has been determined that the client is Limited-English or non-English speaking, is there a county process for procuring an interpreter?	Yes		Clients will be assisted by a certified bilingual staff. Staff may contact Voiance directly. Staff may schedule interpreter services prior to client's appointment.
Does the county have a contracted language line provider, a county interpreter list, or any other interpreter process?	Yes		Fresno County is contracted with Voiance, the Deaf and Hard of Hearing Service Center, Inc. (translation services, such as ASL) and a list of certified bilingual staff.
Is there a delay in providing interpretive services?		No	Staff interviewed commented, the county could use more certified bilingual staff in other languages especially American Sign Language.
Are county interpreters certified?	Yes		Certified bilingual staff interviewed stated, they must pass a written and verbal exam administered by Fresno County.
Does the county have adequate interpreter services?	Yes		

Question	Yes	No	Comments
Does the county allow minors to be interpreters? If so, under what circumstances?	Yes		Minors may only be used as an interpreter to give information to reception staff to facilitate language access or in an emergency while procuring an interpreter.
Does the county allow the client to provide his or her own interpreter?	Yes		
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	Yes		Client and client-provided interpreter must complete and sign Form 2229A "Client Waiver of Free Interpretation Services."
Does the county use a Release of Confidentiality Information form for client-provided interpreters?	Yes		Form 2229A includes a clause for the client-provided interpreter to agree to uphold confidentiality.
If there is not a Release of Confidentiality Information form, how and where is the client-provided interpreter documented?			Information regarding the use of a client-provided interpreter is documented in CalWIN case comments.
Does the county use the CDSS-translated forms in the client's primary languages?	Yes		Available translated forms in client's primary language are accessible to staff in the County's DSS NET Portal.
Is the information that is to be inserted into NOA translated into the client's primary language?	Yes		Information is translated in the primary languages available.
If language to be inserted into NOA is not available, is there a procedure to ensure information translated to client's primary language?	Yes		Information not available in the primary languages will be provided in English with the Gen 1365 "Notices of Languages" enclosed. The Gen 1365 notifies the client that if they do not

Question	Yes	No	Comments
			understand the information sent to contact county worker for free interpreter services.
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?	Yes		Staff may utilize the CA Relay Service for telephone communications with clients. Clients have access to a computer lab for viewing and/or printing forms in larger formats.
Does the county identify a client with a disability (physical, mental, or learning)?	Yes		
Does the county assist clients with self-identifying a disability?	Yes		Staff interviewed encourage clients to self-identify a disability by asking if they need an accommodation.
Does the county have a policy and procedure in place for assisting clients with a disability (physical, mental, or learning)?	Yes		Staff interviewed could not recall or had some knowledge of a policy and procedure in place for assisting clients with a disability. Staff interviewed stated, they would provide the assistance necessary for the client to participate in receiving services.
Does the county offer reasonable accommodations to clients with a disability (physical, mental, or learning)?	Yes		
Does the county identify and assist the client who has learning	Yes		Staff interviewed stated, they assist clients by reading and

Question	Yes	No	Comments
disabilities or a client who cannot read or write?			explaining the information to ensure they understand what is being given to them and will complete client forms for their signature mark.
Does the county offer a screening for learning disabilities?	Yes		
Is there an established process for offering a screening?	Yes		Screening for a learning disability is offered during CalWORKs intake, but may be requested at any time.
Is the client identified as having a learning disability referred for an evaluation?	Yes		Client may be referred for a learning disability screening at the Foster Assessment Center Testing Center.

B. Corrective Actions

Area of Findings	Corrective Actions
Effective Services	Fresno County must develop and implement a policy that identifies the process to ensure effective services to applicants and recipients who are non-English speaking or who have disabilities. Div. 21-115

a. Recommendation

The Fresno County Policy and Procedure (PPG) 15-07-058, Language Access Services, is identified to include information regarding access for clients with disabilities to programs. In review of PPG 15-07-058, it provides clear and precise direction on assisting clients who are non-English proficient and Limited-English proficient. The PPG 15-07-058 has minimal direction for assisting clients with a disability, which resulted in some staff interviewed to be unaware or unclear whether there is a policy and procedure for clients with a disability. It is the reviewer's recommendation that Fresno County develop a separate PPG for clients with a disability and provide training to ensure awareness by all staff.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

How item is Documented	CalWORKs & Employment Services	Non-Assistance CalFresh	Program Fraud Cases	Children Welfare Services
Ethnic origin documentation	CalWIN: Demographics	CalWIN: Demographics	CalWIN: Demographics	CWS/CMS: Demographic Summary
Method of identifying client's primary language	Form 2229	Form 2229	Form 2229	Form 2229
Method of documenting client's primary language	CalWIN: Demographics, Case Comments There were some inconsistencies with identified languages.	CalWIN: Demographics, Case Comments There were some inconsistencies with identified languages.	CalWIN: Demographics, Case Comments	CWS/CMS: Case Narrative
Method of providing bilingual services and documentation	Form 2229 or Form 2229A, Case Comments There were sample cases without interpreter documented.	Form 2229 or Form 2229A, Case Comments	Form 2229, Case Comments	Case Narrative

How item is Documented	CalWORKs & Employment Services	Non-Assistance CalFresh	Program Fraud Cases	Children Welfare Services
Client provided own interpreter	Form 2229A, Case Comments	Form 2229A, Case Comments	None found in case samples	Form 2229A, Case Narrative
Method to inform client of potential problem using own interpreter	Form 2229A, Case Comments	Form 2229A, Case Comments	None found in case samples	Form 2229A, Case Narrative
Release of information to Interpreter	Form 2229A, Case Comments Form 2229A was missing from some sample cases.	Form 2229A, Case Comments	None found in case samples	None found in case samples
Individual's acceptance or refusal of written material offered in primary language	Form 2229, Case Comments	Form 2229, Case Comments	None found in case samples	None found in case samples
Documentation of minor used as interpreter	Documentation found in a case sample.	None found in case samples	None found in case samples	None found in case samples
Documentation of circumstances for using minor interpreter temporarily	Documentation in case sample indicated client preferred minor (15-16 years old) to translate.	None found in case samples	None found in case samples	None found in case samples
Method of identifying	Client self-identify,	Client self-identify,	None found in case samples	Referral Summary

How item is Documented	CalWORKs & Employment Services	Non-Assistance CalFresh	Program Fraud Cases	Children Welfare Services
client's disability	Case Comments	Case Comments		Sheet, Client self-identify
Method of documenting clients' disability (physical, mental, or learning)	CalWIN: Demographics, Case Comments	CalWIN: Demographics, Case Comments	None found in case samples	CWS/CMS Demographics, Case Narrative
Method of offering a reasonable accommodation to the client with disability	CalWIN: Case Comments	CalWIN: Case Comments	None found in case samples	None found in case samples
Method of documenting clients' reasonable accommodation	CalWIN: Case Comments	CalWIN: Case Comments	None found in case samples	None found in case samples

B. Corrective Actions

Areas of Action	Corrective Action
Documentation of interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24
General	Fresno County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

C. Observation

The reviewer observed during the case sample reviews, there were some discrepancies with the languages identified on the sample case logs versus the client's language identified in CalWIN's Demographics or Case Comments. It is imperative for staff to confirm and or update any language change when interacting with clients. This would ensure information is correct for the purpose of sample cases for review and accurate language needs, as each are equally important.

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights, cultural awareness, Section 504, and ADA training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

A. Findings

Interview questions	Yes	No	Comments
Are employees trained in the requirement of Section 504 and ADA?	Yes		Information about Section 504 and ADA requirements are included in the New Worker Orientation training.
Do employees receive continued Division 21 Training?	Yes		Div. 21 Training is mandatory and tracked by the county's Learning Management System to ensure staff complete it annually. Trainings offered through UC Davis, CA State University, DSS staff Development online modules, and onsite required trainings.
Do employees understand the county policy regarding a client's rights and	Yes		Staff interviewed are familiar with the policy and

Interview questions	Yes	No	Comments
procedure to follow when receiving a discrimination complaint?			procedure for discrimination complaints filed by clients.
Does the county provide employees Cultural Awareness Training?	Yes		
Do the CSW's have an understanding of Multi-Ethnic Placement Act (MEPA)?	Yes		
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	Yes		
Does the county provide training on how to identify clients with disabilities (physical, mental & learning)?	Yes		Staff interviewed stated the topic of identifying a client with disabilities is included in the Div. 21 Training.
Do employees receive training on reasonable accommodation for clients with disabilities?	Yes		Staff interviewed stated the topic of reasonable accommodation for clients is included in the Div. 21 Training.
Do the employees understand the county policy regarding a client's right to a reasonable accommodation?	Yes		Staff interviewed understand the policy to offer an accommodation, allow the client to self-identify, and never assume a disability.

B. Corrective Actions – None

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was

received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews, Civil Rights Coordinator, and Program Manager Surveys

Interview and review areas	Yes	No	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	Yes		Staff interviewed were able to provide scenarios identifying the difference between the type of complaints and the county process.
Do the employees know who the Civil Rights Coordinator is?	Yes		Staff interviewed were able to identify the Civil Rights Coordinator by name.
Do the employees know the location of the Civil Rights poster "Everyone is Equal... (Pub 86)" with information as to how and where the clients can file a discrimination complaint?	Yes		The poster Pub 86 is located in the lobby with the contact information of the Civil Rights Coordinator.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	Yes		

B. Corrective Action – None

IX. VENDOR CONTRACTS

Counties are required to ensure contracted services with contractors, vendors, consultants, and other providers of service, who receive state or federal assistance, include the assurance of compliance agreement.

A. Contracts Review

Number of Contracts Reviewed	14
Number of Contracts w/Assurance of Compliance Agreement	14

B. Corrective Action – None

X. CALL CENTER EVALUATION

County Call/Service Centers are evaluated to ensure services provided are nondiscriminatory toward non-English speaking clients and clients with a disability (physical, mental, or learning).

A. Findings from Call/Service Center site visit and interviews.

Question	Yes	No	Comments
Does the county have a Call Center/Service Center?	Yes		Call Center was not reviewed this year.

XI. COMMUNITY INPUT

As a part of this review, and as noted in Section II, feedback was sought from community and advocate groups. The following summarizes their observations, and will provide issues that the county management team can address to improve their operations from a civil rights perspective.

There were no community or advocate groups contacted for this review.

XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

Thank you for submitting the Fresno County Department of Social Services Civil Rights Compliance Plan for the period June 1, 2018 through May 31, 2018, received on September 6, 2017.

In review of the Policy and Procedure Guide (PPG) 10-02-009: Discrimination Complaints by Clients, this PPG does not meet the requirements of Div. 21 Section 21-203, Applicant/Recipient Complaints of Discriminatory Treatment. The county must revise PPG 10-02-009 to comply with Div. 21 Section 21-203 as indicated “The complaint must be received not later than 180 days from the date of the alleged

discriminatory act unless the filing date is extended by CDSS or the responsible federal agency.”

Please submit the revision of PGG 10-02-009 with your corrective action plan for this review.

XIII. CONCLUSION

The CDSS reviewer found the Fresno County Department of Social Services staff warm, welcoming, informative and very supportive. Particular thanks to Deborah Edell, Senior Staff Analyst and Annette Morris, Civil Rights Coordinator, for organizing the details of the review, and Kent Luckin, Senior Staff Analyst, and his staff Christopher Woods and Patrick Hinds who assisted in the facility reviews. In each office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Fresno County Department of Social Services in substantial satisfactory compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The Fresno County Department of Social Services must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.